



Sample Completed

Verification of Standards Alignment Report

In order to complete this verification of Standards Alignment Report, please document how you evidenced compliance with each missed indicator. (e.g.: viewed signed consents for service on the files of 3 individuals receiving service and reviewed new policy; spoke to 3 staff who could describe it)

Service Provider: ABC Services

Executive Director: Handsome Johansson Region/Survey ID: 112

Accred. Coordinator: Jolly Jody Regional Designate: Will Right

Initial Survey Date: April 1-3, 2004 Due Date: Feb. 4, 2005

In Attendance: Handsome Johansson, John Doe, Suzie Que, Curly Sue, and Will Right

Quality of Life			
Std/Indic.	Reason Indicator Rated As Not Present	Evidence of How the Indicator is Now Met	Surveyor's Verification
<p>QoL Std 4 Indic 4</p> <p>If personal care is needed, someone the individual indicates she feels comfortable with provides the care.</p>	<p>Individuals/guardians indicate that staff do not consistently recognize the individuals' need for privacy.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Spoke to several Individuals who confirmed that they are comfortable with the staff that assist them with their personal care. <input type="checkbox"/> A supervision trained 5 frontline staff about privacy <input type="checkbox"/> At the end of the training, Staff describe and gave examples of how they support the individuals in a respectful and gave examples of individuals rights and how to ensure privacy is respected. <input type="checkbox"/> Observed several staff show sensitivity to the individuals reactions to them and an awareness of individuals issues or concerns in this area. 	<ul style="list-style-type: none"> <input type="checkbox"/> Conversations with individuals & staff confirm that in <input type="checkbox"/> Individual/guardians spoken with expressed satisfaction with personal care assistance being provided
<p>QoL Std 5 Indic 4</p> <p>If his rights have been restricted, this has occurred with his full involvement, knowledge and informed consent.</p>	<p>The agency has not reviewed plans or obtained informed consent for restrictive procedures.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Individuals attend the meetings and participate in the development of the plan. Front page of the plan has date and signature lines for individual and guardians to provide approval <input type="checkbox"/> 	<ul style="list-style-type: none"> <input type="checkbox"/> Spoke to 2 Individuals who confirmed their involvement in the development of their support plans. The plans are signed and dated indicating that consent has been given. <input type="checkbox"/> In conversations with individuals, they confirm that if their rights are restricted, they have given consent and helped to develop the plan.

☐ Quality of Service

Std/Indic.	Reason Indicator Rated As Not Present	Evidence of How the Indicator is Now Met	Surveyor's Verification
<p>QoS: Std 20 Indic 1</p> <p>The service provider has given information about various activity options in a form that is meaningful to the individual.</p>	<p>Individuals indicate that they are not given opportunities to choose from a variety of options that are based on their preferences, and that they are not given information about activity options in a form they understand.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Staff now use an interest inventory with individuals and then investigate options within the community advertised locally; and sit down with the individual and discuss those options. Several Individuals who were spoken with, could describe the options they were given to choose from <input type="checkbox"/> Pictures or hands on experiences are used to explain options. <input type="checkbox"/> Supervisors meets with individuals and staff monthly to ensure options and choices is discussed as part of the planning. <input type="checkbox"/> Monthly summary sheets and contact notes are kept. <input type="checkbox"/> 	<ul style="list-style-type: none"> <input type="checkbox"/> Reviewed interest inventory and other tools used with Individuals. <input type="checkbox"/> Spoke to 3 individuals who were able to describe options they were given prior to choosing their volunteer activities. <input type="checkbox"/> Observed activity calendar posted on wall. <input type="checkbox"/> Reviewed individuals files which had documentation of options given <input type="checkbox"/> Reviewed monthly summary sheets and contact notes over 3 months. <input type="checkbox"/> Spoke to 2 staff who gave examples of what information they provide and how they provide it

☐ Organizational Framework

Std/Indic.	Reason Indicator Rated As Not Present	Evidence of How the Indicator is Now Met	Surveyor's Verification
<p>OF: Std 31 Indic 2</p> <p>Staff can describe the service provider's procedures and guidelines for restrictive procedures to address unanticipated situations or behaviours of concern</p>	<p>Staff are not able to consistently describe strategies for dealing with unanticipated situations or behaviours of concern.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Policy & procedure was revised to include specific guidelines and examples. <input type="checkbox"/> Several training sessions were held where the revised policy and procedure was reviewed and discussion occurred about various emergency situations and how to respond appropriately. At the end of the training, Staff were asked to describe procedures and guidelines and give examples of when they are used, which they did. <input type="checkbox"/> In conversations with staff they describe in basic terms the procedures and guidelines for restrictive procedures when a person is at risk of harm or is placing others at risk. Incident report and follow up is required. 	<ul style="list-style-type: none"> <input type="checkbox"/> Reviewed the new policy which now meets CET; approved by board last month. <input type="checkbox"/> Reviewed staff training confirmation on their files. <input type="checkbox"/> Spoke to staff who were able to describe the service providers procedures and guidelines for the use of restrictive procedures to address unanticipated situations or behaviours of concern and give examples of how and when to implement it.
<p>OF Std 38 Indic 4</p> <p>The service provider has a policy requiring staff to disclose criminal convictions for which there has been no pardon, and a process for staff to do so.</p>	<p>The agency conducts a criminal record check upon hiring new staff but does not have a policy or process requiring staff to disclose convictions after their initial criminal records check.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Developed new policy & procedure requiring staff to disclose criminal convictions for which there has been no pardon <input type="checkbox"/> Developed new forms for staff to complete disclosure. <input type="checkbox"/> Communicated the new requirement to staff describing how they can use it at a staff meeting, in the newsletter and in the communication book 	<ul style="list-style-type: none"> <input type="checkbox"/> Reviewed the policy and it does include a process for disclosing criminal convictions, as well as outline possible outcomes. <input type="checkbox"/> Policy approved by board last month: signature included. <input type="checkbox"/> Spoke to 2 staff who were able to describe the new policy and process for staff to disclose criminal convictions however neither of the staff have used it.